

PERFORMANCE MEASUREMENT READING LIST

Books

- Bartlett, Christopher A., Rosabeth Moss Kanter, Robert S. Kaplan, and Michael C. Jensen. (2003). Best Practice: Ideas and Insights from the World's Foremost Business Thinkers. Cambridge, MA., Perseus Publishing
- Bruns, William J. (editor). (1992). Performance Measurement, Evaluation , and Incentives. Boston, MA. Harvard Business School Press.
- Crager, John, Cindy Huberts, Mike O’Kane. (2005) Balanced Scorecard: A Guide for Your Journey to Best Practice Processes. Houston. APQC.
- Colleen Crum with George E. Palmatier. (2003). Demand Management Best Practices : Process, Principles, and Collaboration. Boca Raton, FL. J. Ross Publishing,
- edited by Drewry, Gavin, Carsten Greve, and Thierry Tanquerel. (2005). Contracts, Performance Measurements, and Accountability in the Public Sector. Amsterdam; Washington, DC. IOS Press,
- Friedlob, George T., Lydia F. Schleifer, Franklin J. Plewa, Jr. (2002). Essential of Corporate Performance Measurement. New York. John Wiley & Sons, Inc.
- Harbour, Jerry L. (1997). The Basics of Performance Measurement. Portland: Productivity Press.
- Hronec. Steven M. (1993). Vital signs : using quality, time, and cost performance measurements to chart your company's future. New York. Amacom, American Management Association
- Jessings, Jason. (2002). Less is More: How great companies use productivity as a competitive tool in business. New York, NY. Portfolio Publishing.
- Kaplan, Robert S., ed. (1990). Measures for Manufacturing Excellence. Boston: HBS Press.
- Kaplan, Robert S. and Norton, David P. (1996). The Balanced Scorecard: Translating Strategy into Action. Boston: Harvard Business School Press.
- Kaplan, Robert S., and Robin Cooper. (1998). Cost and Effect: Using Integrated Cost Systems to Drive Profitability and Performance. Boston: Harvard Business School Press

- Kaplan, Robert S. and Norton, David P. (2001). The Strategy-Focused Organization: How Balanced Scorecard Companies Thrive in the New Business Environment. Boston: Harvard Business School Press.
- Kaplan, Robert S. and Norton, David P. (2004). Strategy Maps: Converting Intangible Assets into Tangible Outcomes. Boston: Harvard Business School Press.
- Kaydos, Will. (1999). Operational Performance Measurement: Increasing Total Productivity. St. Lucie Press.
- Keyes, Jessica. (2005). Implementing the IT balanced scorecard : aligning IT with corporate strategy. Boca Raton, FL. Auerbach Publications.
- Nair, Mohan. (2004). Essentials of Balanced Scorecard. Hoboken, N.J. John Wiley & Sons, Inc.
- Neely, Andy. (2002). Business Performance Measurement. Cambridge, MA: University Press.
- Niven, Paul R. (2002). Balanced Scorecard Step-by-Step for Maximizing Performance and Maintaining Results. Hoboken: John Wiley & Sons.
- Niven, Paul R. (2003). Balanced Scorecard: Step-by-Step for Government and Nonprofit Agencies. Hoboken: John Wiley & Sons.
- Niven, Paul R. (2005). Balance Scorecard Diagnostics: Maintaining Maximum Performance. Hoboken: John Wiley & Sons.
- Olve, Nils-Goran. Performance Drivers: A Practical Guide to Using the Balanced Scorecard. New York, NY. John Wiley & Sons, Inc.
- Smith, Douglas K. (1996). Taking Charge of Change: 10 Principles for Managing People and Performance. Reading, MA. Addison Wesley Publishing Company.

Articles and White Papers

- Barkdoll, Gerald. (2000). Applying Balanced Scorecard Principles to Public Sector Organizations. The Public Manager. Fall.
- Bryan, Lowell L. and Hulme, Ron. (2003) Managing for improved corporate performance. The McKinsey Quarterly. Number 3.
- Kaplan, Robert S., and David P. Norton. (2000). Having Trouble with Your Strategy? Then Map It. Harvard Business Review, September.



- Kaplan, Robert S., and David P. Norton. (2001). Transforming the Balanced Scorecard from Performance Measurement to Strategic Management: Part II. Accounting Horizons. June.
- Kaplan, Robert S., and David P. Norton. (2001) Leading Change with the Balanced Scorecard. Financial Executive. September: 64-66.
- Kaplan, Robert S. (2004): Keeping Score on Community Investment. Leader to Leader 13-19.
- Kaplan, Robert S., and Michael Nagel. (2004). Improving Corporate Governance with the Balanced Scorecard. Directors Monthly. March.
- Kaplan, Robert S., and David P. Norton. (2005). Office of Strategy Management. Harvard Business Review. October: 72-80.
- Mankins, Michael C. and Steele, Richard. (2005). Turning Great Strategy into Great Performance. Harvard Business Review, July-August, 65 – 72.
- Philip G. Joyce. (2004). Linking Performance and Budgeting: Opportunities in the Federal Budget Process. IBM Center for the Business of Government.
- Simons, Robert. (2005). Designing High-Performance Jobs. Harvard Business Review. July-August. 55 – 62.
- The American Society for Public Administration. “Meeting the Challenges of Performance-Oriented Government.” Center for Accountability and Performance, © 2002.
- Williams, Kathy. (2004). What constitutes a successful balanced scorecard? Strategic Finance. November. 19.